GOAL 1
Restore the Capability of Disabled Veterans to the Greatest Extent Possible and Improve the Quality of Their Lives and That of Their Families

VA will achieve this goal of restoring the capability of disabled veterans by maximizing the ability of disabled veterans, including special veteran populations, and their dependents and survivors to become full and productive members of society through a system of health care, compensation, vocational rehabilitation, and dependency and indemnity compensation.

Objective 1.1
Maximize the physical, mental, and social functioning of disabled veterans including special populations of veterans by assessing their needs and coordinating the delivery of health care benefits and services

✓ 95% of discharges from Spinal Cord Injury Center bed sections will be to non-institutional settings

Objective 1.2
Improve the quality of life and economic status of service-disabled veterans and recognize their contributions and sacrifices made in defense of the Nation

✓ Customer orientation for the compensation and pension program will be 90%
✓ The program will achieve a National Accuracy Rate (core rating work) of 96%
✓ Overall satisfaction with the compensation and pension program will be 90% (recently established key measure)
✓ The average time to complete a rating-related action will be 74 days
✓ The average appeal resolution time will be 365 days
✓ The abandoned call rate will be reduced to 4%
✓ The blocked call rate will be reduced to 4%

Objective 1.3
Enable service-disabled veterans to become employable and obtain and maintain suitable employment

✓ 70% of veterans exiting the vocational rehabilitation program will obtain and maintain suitable employment

Objective 1.4
Ensure survivors of service-disabled veterans are able to maintain a minimum standard of living and income through compensation and education benefits

✓ The program will achieve a National Accuracy Rate (core rating work) of 96%
✓ Overall satisfaction with the compensation and pension program will reach 90%
✓ The average time to complete a rating-related action will be 74 days

✓ The abandoned call rate will be reduced to 4%
✓ The blocked call rate will be reduced to 4%

GOAL 2
Ensure a Smooth Transition for Veterans from Active Military Service to Civilian Life.

Veterans will be fully reintegrated into their communities with minimum disruption to their lives through transitional health care, readjustment counseling services, education assistance, and home loan guaranties.

Objective 2.1
Ease the reentry of new veterans into civilian life by increasing awareness of, access to, and use of benefits and services during transition

• 95% of veterans separating/retiring will participate in benefits briefing prior to discharge

Objective 2.2
Assist veterans in readjusting to civilian life by enhancing their ability to achieve educational and career goals

✓ The MGIB usage rate will increase to 70%
✓ The number of days to process original and supplemental claims will be 10 days and 7 days, respectively
✓ 95% of users will be highly satisfied
✓ 97% of benefits payments will be accurate

Objective 2.3
Improve the ability of veterans to purchase and retain a home through a loan guaranty program

✓ The Foreclosure Avoidance Through Servicing (FATS) ratio will be 40%
• Veteran satisfaction will increase to 95%
• Lender satisfaction will increase to 80%